

**LAET Case Management Review Project  
Survey for Developers  
By  
Consultants Colleen M. Cotter and Julia Gordon**

Legal Aid of East Tennessee, Inc. (LAET) has retained us to conduct a national review of case management systems. This review is made possible by a Technology Innovation Grant (TIG) from the Legal Services Corporation. The results of this review will be published nationally to help programs determine which case management system will best suit their needs and to illustrate ways in which case management systems can help programs achieve their program goals and mission.

This survey for developers is the first step in the review.<sup>1</sup> We would appreciate if you would answer these questions about your system and return the completed survey to us by August 25, 2003. Simply type the answers into this survey and send them via email to Cotter and Gordon. Our next step will be to view demonstrations of each CMS. Finally, we will interview CMS users at various legal services programs to learn how well the various systems are meeting their needs.

If you have any questions about this survey or the project please contact Colleen Cotter (812/322-5592, [cmcotter@earthlink.net](mailto:cmcotter@earthlink.net)) or Julia Gordon (202/669-0424, [julia@juliagordon.net](mailto:julia@juliagordon.net)).

❖ **Overall CMS information:**

- 1) Please provide your company name, mailing address, phone, web site address, and additional office addresses.

Aaron Worley  
Pika Software  
3725 Lynnfield Road  
Shaker Heights, OH

(216) 288-9361

<http://pikasoftware.net>

- 2) What is the name of the case management system, what versions are available, and what was their release date?

The case management system is named Pika CMS. Version 2 was released on July 29, 2002 and Pika 3 was just released this past week, on August 27, 2003. For the purposes of this survey, I will refer to the capabilities of Pika 3 only, since that is what all new clients will be offered.

- 3) Please provide the name, phone, and e-mail address of the person filling out this form, along with the same information for a contact person if that is a different person.

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<sup>1</sup> Many of these questions were developed by Kathy Daniels, Statewide Legal Services of Connecticut and Michael Alexander of Southeastern Massachusetts Legal Assistance Corporation.

Aaron Worley  
(216) 288-9361  
amworley@pikasoftware.net

- 4) When was your company founded, by whom, and what is the founder(s)'s professional background?

It was founded by myself in May 2001. Previous to this, I was the Technology Manager at the Michigan Poverty Law Program, where I was responsible for statewide support on case management and Internet access issues. I have a B.A. in Computer Science from Hiram College in Hiram, OH.

- 5) Please list full-time (or FTE) employees, including job title, years of related professional experience, and years of experience with your company.

I am the only full-time employee.

Aaron Worley – General Manager – 7 yrs experience in IT industry – 2 years on Pika

There are three part-time employees.

- 6) Is the company private or public? If it is public, please provide the stock symbol and percent of staff ownership.

Private.

- 7) Please tell us the date of your last audit, the net worth of the company as of the last audit, and the company's gross revenue for each of last five years.

N/A.

- 8) Please list the number of current account / installations; total current number of seats installed; current number of legal services accounts; current number of legal services seats installed; and names of legal services programs with current accounts.

- 13 installations
- 444 seats
- 12 legal services installations
- 394 legal services seats

**Current Accounts:**

Southern Minnesota Regional Legal Services  
Iowa Legal Aid  
Michigan Indian Legal Services  
Western Michigan Legal Services  
Client Advocacy Law Line  
Center for Civil Justice  
MI-LAPP

Legal Services of South Central Michigan  
Legal Services of Northern Michigan  
Access to Justice - Michigan  
Farmworker Legal Services  
Immigration Law Center of Minnesota

9) Have any complaints against the company resulted in litigation? If yes, please provide the date, state, and court for all such complaints.

No.

10) Please list any reviews or case studies of your product, including information on how to obtain those documents.

Iowa Legal Aid and the University of Iowa School of Social Work have published an evaluation of user satisfaction after ILA's switch to Pika, it's available at:

[http://lstech.org/workgroups/pikaUsers/ila\\_pika\\_evaluation](http://lstech.org/workgroups/pikaUsers/ila_pika_evaluation)

Michigan performed a user survey to determine the success of their pilot program, the results are available at:

[http://lstech.org/workgroups/pikaUsers/user\\_survey](http://lstech.org/workgroups/pikaUsers/user_survey)

#### ◆ **Costs and Support:**

11) What is the software purchase price? Include whether it is priced per user, per advocate, or per office and whether multi-office, legal services or statewide discounts are available. What are the renewal costs? Upgrade costs (how often)? User or license limitations? Any minimum purchase requirements?

Pika is purchased through support subscriptions. The subscription cost is \$48 per user annually. A subscription provides technical support and unlimited access to upgrades, new versions, and documentation. Programs may choose to end their subscription and still continue to use Pika internally.

Additionally, there is a one-time installation fee for new programs, starting at \$2000 for programs smaller than 25 users, or \$3500 for programs smaller than 75 users, or \$5000 for programs smaller than 150 users. Please call for pricing for larger numbers.

There are no upgrade costs for programs with an active subscription. There are no user or license limitations. There are no minimum purchase requirements.

12) Describe the name and function of any additional modules and costs.

Remote hosting (a.k.a. ASP hosting) is now available through Pika Software for programs that do not wish to host Pika on their own equipment. This option increases the annual per user cost to \$240. Programs have full access to their hosted Pika site, including the ability to make screen changes, add form letters, and run remote database backups.

Priority support, which provides a guaranteed tech support response time, is available for an additional annual cost of \$8500 per program.

13) Are other versions or major upgrades of the system expected in the near future? Please explain improvements and innovations and the anticipated completion date(s).

Pika 3 was officially released this week. It was already being tested at several programs. It adds document management, full text document searches of MS Word, WordPerfect and PDF files, improved support for court document assembly, an improved calendar, an easier system for adding new fields, and performance improvements.

14) Please explain the technical and customer support you provide. Include telephone number, hours available, number of support people, and average and maximum response times. Do you guarantee a timely response to requests for support? May users access support directly, or must they go through a technical person?

Tech support is handled by myself, directly. (216) 288-9361, Mon-Fri, regular business hours. For programs that purchase Priority Support, there is a pool of three techies to ensure that support issues receive a fast response (within four hours).

15) How do you charge for the support described above? Include a description of any free support available and any per incident charges.

Tech support is paid for through the support subscriptions, and optionally through the Priority Support plan. There are no additional per incident support charges.

16) What types of basic and advanced training are available (number of hours, at program or other location, training for all staff or designated staff, who are the trainers)? What is the cost of these trainings?

I provide training on a consulting basis. The trainings are tailored for needs of the program in question. I charge \$100/hr of training plus expenses & materials.

It is common for programs decide to that Pika isn't very complicated to learn, and elect to give their staff a half- or full-day training run by in-house personnel. This seems to work fine.

17) Are there any user groups or listservs for your product? If so, please list.

The Pika Mailing List  
pikasoftware@yahoogroups.com  
Archives at <http://yahoogroups.com/groups/pikasoftware/>

18) Please indicate availability of and additional charges for the following: installation; data conversion; custom reports; custom programming; and user manuals.

Installation is covered by the installation fee (mentioned previously). Data conversion services are available on a case-by-case basis. Custom reports and programming is available at \$75/hr. Most programs are given a fixed cost estimate on custom work – no cost overruns. User manuals and other documentation is available to all subscribers at no additional charge.

19) What type and amount of program staff time and support are recommended for deployment of the CMS? For maintenance?

For deployment, staff will need to identify what fields, if any need to be added to their Pika site, and document these for us. We usually set up a test site before the deployment, and staff should be sure to set aside enough time to review it thoroughly.

Once a Pika site is set up, they are very low maintenance, especially when installed on a Linux-based server. It is not uncommon for a Pika site to have six or more months of uninterrupted uptime.

20) What level of staff technology sophistication is desirable to use the CMS?

Pika is designed for programs with a low level of technical sophistication. The ability to use a web browser is the only skill required to use the system. Knowledge of a reporting tool such as Microsoft Access is highly recommended for anyone who runs reports. If you plan to make custom changes to your Pika site, you also need the ability to edit web pages.

#### ◆ **Hardware and Software:**

Please describe the following:

21) Operating system(s) required for file server and workstation.

Server: Pika is multi-platform. Red Hat Linux or Windows 2000 are recommended. Will also run on other Windows, Linux, Mac OS X or UNIX platform.

Workstation: Any operating system that is supported by Internet Explorer, Netscape 7, Mozilla, Opera, Safari or any other web browser that is compliant with W3C standards.

22) Additional server software and licensing required (please indicate cost).

There are **no** additional software licensing fees!

**23) File Server Hardware: Minimum required and recommended; Cost estimate, assuming a basic install with a fresh database, and any cost info on legacy database conversion.**

Pika is very efficient with system resources, so hardware recommendations are on the low end of the scale.

Minimum specs required for 10 user program

- Pentium processor or equivalent

- 128 MB RAM
- 500 MB of free disk space
- Data backup system

Recommended specs for 100 user program

- Pentium 1 Ghz or equivalent
- 1 GB RAM
- 1 GB of free disk space
- RAID disk array
- Data backup system

An adequate server for a large program can be purchased in the \$2000-\$3000 range. For small programs, a converted PC workstation can be used as the server, with little compromise in performance.

24) Workstation Hardware: Minimum required and recommended; Cost estimate.

Minimum specs:

- Any computer with a functioning web browser
- Dial-up Modem, High speed Internet, WAN or LAN access

Recommended specs:

- Pentium 400 Mhz or equivalent
- 128 MB RAM
- Web browser
- High speed Internet, WAN or LAN access

Any brand new PC will be more than adequate for accessing Pika.

25) Multi-location requirements.

Internet access is the only multi-location requirement. High speed access is best, but dial-up access will work, too.

26) Any record or size limitations.

Pika uses MySQL for data storage, which cannot store more than 4.2 billion rows of information in a given table.

#### ♦ Customization:

27) What elements of the CMS are customizable? Is customization required?

Most screens, except the case list and address book search screens, are customizable. Customization is not generally required except in cases where a funder requires specific information not already captured.

28) Is the underlying code for the CMS proprietary? Can persons other than the developer make changes to the CMS?

The underlying source code for Pika is given to each client. They are free to make whatever changes they wish.

29) Are you willing to develop individualized programming or modifications to meet individual program needs? Explain and estimate cost.

I regularly add custom modifications for client programs. Costs vary, and are dependent of complexity and time required. I charge \$75/hour for customization work.

❖ **General Features of the CMS:**

In answering the remaining questions, please try to address as many of the following questions as applicable.

a) Briefly describe the function.

Pika is a web site the provides case management functionality.

b) How does this function benefit programs?

Staff in multiple locations can use a centralized CMS via the Internet, with no configuration needed in the remote offices. Staff just log into the Pika site, whether they're in the office, at home, or out in the community.

c) How easy is it to use?

Pika sets a new standard in simplicity and ease of use for legal aid CMS's.

d) Does it require or allow customization and, if so, how easy is it to customize?

Pika is, by design, easy to customize. Customizations are also easy to maintain. They only need to be installed once, on the Pika server, and they usually are unaffected by software upgrades.

e) How easily does it integrate with other functions of the CMS? Which functions?

Pika has an integrated calendar, time keeping system, document assembly, and document management.

f) Can programs create drop down lists where appropriate?

Yes.

g) Are there potential problems with or limitations on this function?

There are no known limitations.

h) Are there plans for further development of this function?

No, this capability is mature, is easy to use and works well.

30) Does the system have a time keeping component (for cases/matters/activities)?

If yes, describe:

Yes, it has a flexible, easy-to-learn time keeping system. Notable features include its tight integration with the Pika calendar, which allows staff to view their hours for an entire week or month at a glance.

31) Does the system have a calendar and tickler system (including work group scheduling, date calculator, rules-based calendaring)?

Pika has a calendar (daily, weekly, 4-week and advanced view modes) and a simple tickler mechanism.

32) Can data on the system, including calendar and contacts, be transferred to and/or synchronized with a PDA?

If yes, describe:

Yes, if the program has a Microsoft Exchange server, calendar items can be sent from Pika to Exchange, where it can then be synchronized with a PDA.

Future versions will have additional PDA features that won't require the use of Microsoft Exchange.

33) Does the system have its own document assembly capacity?

If yes, describe:

Yes, Pika has a built-in document assembly function which supports Microsoft Word, WordPerfect and PDF forms. Creating new forms is simple enough that no training is required to get started.

34) Does the system have a contact management function?

If yes, describe:

Pika has limited contact management through its Address Book feature. Contact information for clients, opposing parties, judges, etc. in the Address Book can be reused for every new case – they don't have to be retyped every time.

35) Does the system have a document management function?



If yes, describe:

Yes, Pika includes a searchable document management system.

36) Does the system enable users to create custom reports and conduct customized searches based on large number of variables (i.e. case status, closed cases, time, rejected cases, office, advocate, funding source, adverse party, or outcome)?

If yes, describe:

Pika includes two advanced reports which allow the user to specify a large number of reporting parameters. Additionally, Pika is compatible with MS Access, Crystal Reports, and any other ODBC-compliant reporting tool.

37) Does the system include any pre-formatted reports, including LSC reports?

If yes, describe:

Pika includes LSC reports and several other pre-formatted reports, for a variety of purposes.

#### ❖ General Usage Attributes

38) Does the system enable users to attach or scan in, maintain, and search full text of documents (including email)?

If yes, describe:

Yes, any Word, WordPerfect, PDF or plain text file can be uploaded into Pika. Their contents are then indexed and fully searchable.

39) Does the system enable users to track the date of each entry and the identity of the person making it? Is this also true for modifications of data already entered?

If yes, describe:

Pika tracks when a record is created, and who creates it. Additionally, the web server log makes it possible to track who views and edits a record, and when.

40) Does the system enable users to interface with other non-CMS software, such as report writers, word processing and email?

If yes, describe:

MS Access, Crystal Reports, and any other ODBC-compliant reporting tools can be used with Pika. MS Word, WordPerfect and Adobe Acrobat Reader are compatible with the Pika document assembly system.

41) Does the system enable users to access records remotely (i.e., over a web browser)? If yes, please describe security measures.

If yes, describe:

Yes, Pika is inherently a web site system, accessible via web browser. Security is ensured with the use of SSL encryption and HTTP (or optionally cookie-based) password authentication.

42) Does the system enable users to access multiple records at one time?

If yes, describe:

Yes, Pika users can open a theoretically unlimited number of cases or other records at one time, with no deleterious effects on server performance. This is one of the nice side benefits of a properly designed web site-based system.

43) Does the system create one record for each client and/or project, with multiple cases or matters attached?

If yes, describe:

Yes, each client has one client record, even if they are represented in multiple cases.

44) Is there a limit on the number of modules that can be run simultaneously?

If yes, describe:

No known limitations.

45) Is there a limit on the number of simultaneous users?

If yes, describe:

There is no limit, hardware limitations notwithstanding.

46) Does the system allow programs to control user access?

If yes, describe:

Administrators can assign users to different "security levels". A security level defines which cases and records a staff person may/may not view and edit. An unlimited number of security levels can be added.

47) Does the system enable users to code for large numbers of variables, including staff, volunteers, funding, outcomes, etc.?

If yes, describe:

Yes, it can handle many, many variables.

48) Does the system have methods to prevent mistakes in entry and/or does it require certain types of data to be entered?

If yes, describe:

The format of date fields, SSN fields and phone numbers are automatically verified during data entry.

❖ **Management and Support of Cases/Matters/Activities**

49) Does the system determine eligibility based on different variables, including:

- a) Income
- b) Age
- c) Geographic location
- d) Citizenship status

If yes for any, describe:

The system uses all these variables for eligibility determination.

50) Does the system flag exceptions for eligibility that require further consideration?

If yes, describe:

Yes, Pika will raise a “red flag” on the screen when certain conditions are not met. These conditions can be customized on a program-by-program basis.

51) Does the system link eligibility rules with various organizational, office or project eligibility rules to allow for easy referral or assignment to appropriate location or organization?

If yes, describe:

Yes, these links can be added to the case screen on a program-by-program basis.

52) Does the system enable users to track the status of an application, case, or matter (i.e. intake, call-back, status of active case, advocate assigned)?

If yes, describe:

Yes, Pika has a Case Status field.

53) Does the system enable users to check for conflicts and repetition (including applicant, opposing party, tribunal)?

If yes, describe:

Yes, Pika has an advanced conflict checking system. Conflict checks are performed automatically and the user is notified only when a potential conflict is found. In addition, there is a manual name-based and SSN-based conflict check which is useful in cases when a client has been entered into the system twice.

54) Does the system enable users to create questions to ask applicants based on type of case, location and other factors?

If yes, describe:

Not currently, although this feature is in the planning stages.

55) Does the system enable users to develop and use checklists for various types of cases, matters, or activities?

If yes, describe:

The Red Flags feature can be used as a type of checklist.

56) Does the system enable users to develop form pleadings and other documents to automatically link to cases or projects based on type of case, location, opposing party or other factors?

If yes, describe:

No, I don't think so.

57) Does the system include management tools for volunteers, pro bono attorneys?

If yes, describe:

Yes, programs have two options. They can choose to handle their volunteer cases within their main Pika database, using the built-in pro bono management features. Alternatively, they can maintain a separate, but identical, Pika database dedicated solely to volunteer cases.

Southern Minnesota Regional Legal Services is developing a module which would allow volunteer attorneys to submit their time and notes directly into their separate volunteer attorney database, over the Internet, without any staff intervention required.

58) Are there any special tools within the CMS specifically designed for the work done by legal services, such as documents relating to SSI, TANF, etc. or GIS mapping capability?

If yes, describe:

Not in the current version.

59) Does the system enable users to create and send reports or messages automatically upon the occurrence of a designated event or at a designated time?

If yes, describe:

Not in the current version.

60) Does the system have any other litigation support tools not addressed previously in this questionnaire?

If yes, describe:

None.

61) Does the CMS offer other tools specifically for hotlines?

If yes, describe:

The case transfer function is used by some hotlines to send cases to other programs electronically; no human intervention required. The Brief Service Scheduler allows programs to schedule callbacks on a MS Exchange calendar.

62) Does the CMS offer tools specifically for pro bono programs?

If yes, describe:

The case screen allows a pro bono administrator to assign a volunteer attorney based on practice area, languages spoken, and county.

63) Does the CMS allow cases to be reassigned easily upon the departure of an attorney?

If yes, describe:

Yes, cases can be reassigned at will.

64) Does the CMS offer other supervision tools not addressed elsewhere in this questionnaire?

If yes, describe:

None.

#### ❖ Office Management/Administration/Resource Development

65) Does the system integrate accounting and grant information with time and case/matter/activity data?

If yes, describe:

Not in this current version.

66) Does the system enable users to designate fund rules to assign cases and matters accordingly?

If yes, describe:

Not in this version.

67) Does the system maintain project/grant information?

If yes, describe:

No.

68) Does the system enable user to maintain donor information?

If yes, describe:

No.

69) Are there additional functions of the CMS for things that were not discussed above?

If yes, describe:

No.

70) Please provide any additional information about your CMS that you would like us to have.

Pika's three most important attributes are:

- It's easy to use. The user interface is simple and friendly, and staff learn it quickly.
- It's web site-based. This makes it inherently centralized, much cheaper to operate and very simple to maintain.
- It's flexible. Screen layouts and work flow can be customized with little effort to your programs needs.